James Meng-Ying Chan 詹孟穎

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Work Experience

- **Jing Xiao Er**, Nanjing, China - **Chief Information Officer (CIO)**   *Dec. 2019 - Present*
  - Analyzed the business data, discovered insights, and provided decision-making plans.
  - Investigated customer needs and analyzed competing products to transform them into product strategies.
  - Managed the sales business through the data, which leads the average completion rate has increased by about 15%.
  - Refactored the customer training process, thereby increasing the work efficiency by 30%.

- **Jing Xiao Er,** Nanjing, China - **Chief Technology Officer (CTO)**   *Oct. 2018 - Dec. 2019*
  - Established the technical structure and workflow standards to increase development efficiency by 15%.
  - Coordinated the resource and ensured that the project is carried out on schedule.
  - Introduced new technology (Docker, ELK, etc.) and maintained more than 6 million consumer data.
  - Implemented and designed solutions for core projects.

- **Jing Xiao Er,** Nanjing, China - **Software Engineer & Project Manager**   *Dec. 2017 - Oct. 2018*
  - Led and developed the full version of the ERP system (WeChat applet version and web version).
  - Organized and implemented multiple projects, and ensured that the projects proceed as scheduled.

- **International Games System (IGS)**, Taiwan - **Software Engineer Intern**   *July 2012 - Sep. 2012*
  - Collaborated and implemented certain functions in the online game "*Knight of Valour"*.
  - Tested in "*Speed Driver 4*" game and submitted a comprehensive report.

Education

- **National Taiwan University (NTU)**, Taipei, Taiwan, Master   *2014 - 2016*
  Major: Computer Science, Overall GPA: 4.01/4.3
  - Focused on the field of Human-Computer Interaction, Intelligent Agents, and Design thinking.

- **National Taiwan Ocean University (NTOU)**, Keelung, Taiwan, Bachelor   *2010 - 2014*
  Major: Computer Science, Overall GPA: 4.02/4.3
  - **Academic Excellence Award** (1%) (6 semesters)
  - Familiarized with the process of project management in the field of software engineering.

Honors & Awards (Project)

- **Master's Thesis Award - Honorable Mention (WAKEY)**, IICM, Taiwan   *2016*
- **Stationed in the NTU Garage (WAKEY)** - Startup Accelerators , Taiwan
- **NTU 14th Innovation competition - Silver Medal Award (WAKEY)**, NTU
- **Talent Cultivation Program For Smart Living Industry: Creative group - Excellent Award (WAKEY)**, Ministry of Education, Taiwan
- **Contest of Campus Creative App - Honorable Mention (Clubook)**, NTOU   *2013*

Publications

- Chan, Meng-Ying, et al. "WAKEY: Assisting Parent-child Communication for Better Morning Routines." Proceedings of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2017. (**Top Conference in Human-Computer Interaction**)

Skills

- Skills: JavaScript (Vue.js, Node.js), Python, Docker, Elastic Stack, gitlab CI/CD

Leadership and Activities

- **The Jing Xiao Er Customer Data Platform Department** - Data & Sales Team Leader   *Dec. 2019 - Present*
  - Led and analyzed business data, provided decision-making plans and refactored the customer training process.

- **The Jing Xiao Er IT Department** - Team Leader (12 ~ 18 members)   *Dec. 2017 - Dec.2019*
  - Led and developed SaaS, ERP, and supply chain financial service systems for the glasses industry.

- **The WAKEY Project** - Team Leader (9 members)   *Sept. 2015 - Aug. 2016*
  - Defined and planned projects, delegated tasks reasonably and reorganized the views among members.
  - Developed projects, designed experiments, and analyzed data.

- **The Class B of NTOU-CSIE** - Class Leader (7 semesters)   *Feb. 2010 - June 2014*
  - Coordinated and organized all classroom activities.